



Unitywater
Serving you today, investing in tomorrow.

Customer Charter



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This charter summarises your rights and obligations as a Unitywater residential customer, and our service standards and commitments to you.

OUR COMMITMENT TO QUALITY, SAFETY AND RELIABILITY

For more than a decade, Unitywater has delivered essential services to Moreton Bay, Noosa and the Sunshine Coast. We bring life to our communities by providing them with safe and reliable water and sewerage services, every minute of the day. Our purpose is keeping communities healthy. It's what we've done since day one and it's what drives us every day.

Unitywater has certification to

OH&S ISO 45001:2018
Environmental ISO 14001:2015
Quality ISO 9001:2015
Food Safety ISO 22000:2018

WE VALUE OUR CUSTOMERS, OUR COMMUNITY AND THE ENVIRONMENT AND COMMIT TO:

- Providing you with water that complies with the *Australian Drinking Water Guidelines* issued by the National Health and Medical Research Council.
- Supplying water at the required minimum pressure of 210 kPa, and flow rate of 23 litres per minute, to meet your household needs in areas defined by Unitywater.

This supply pressure is to be made available at the Unitywater meter, located at the boundary of the customer's property. This pressure may occasionally be affected by fire-fighting events or flushing and flow test activities. Water appliances installed within the customer's property boundary may result in reductions of water pressure to the customer.

Some individual customers or small areas of reticulation may experience pressure outside this limit and might require their own pressure booster equipment within the property boundary.

- Undertaking water network system loss initiatives to reduce water leakage which may necessitate lowering water pressures in some supply zones. This will only be undertaken following customer consultation and with consideration to the minimum pressure requirement.
- Protecting your health and the environment by operating and maintaining the infrastructure for the effective collection, transport and treatment of sewage.
- Connecting your new residential property to our water and sewerage network within 15 working days of receiving your application and payment, where the relevant service is available.

OUR CUSTOMER SERVICE COMMITMENTS

Unitywater values its customers and aims to always respond in a respectful, efficient and timely manner. We commit to being:

➤ **Available** - We are available 24 hours a day, seven days a week, 365 days a year, for faults and emergencies

Online Access – We will provide an online customer portal where customers can easily self-serve simple interactions such as paying bills, checking an account balance or getting a copy of a bill

➤ **Contactable** - Our Customer Contact Centre and Customer Service Counters can assist with your general enquiries during office hours, and you can also submit questions at any time through our website or chat with us online

➤ **Identifiable** - Our Customer Service team will provide you with their first name and supply a service reference number where available. Our uniformed field team members will produce photo ID on request

➤ **Responsive** - We aim to answer 80% of calls to our Customer Contact Centre within 30 seconds, acknowledge written enquiries within 3 business days, and respond (or provide an update on the progress if the matter is complex) within 10 business days

➤ **Respectful** - We will treat your information with strict confidence, in accordance with our *Privacy Policy* and the *Information Privacy Act 2009*.

ISSUING BILLS AND READING YOUR WATER METER

Unitywater bills all residential customers quarterly. All usage and fixed access charges for water and sewerage services are billed in arrears.

To calculate your usage charges, Unitywater reads your property's water meter every three months, just prior to issuing your quarterly bill. Our meter reader leaves a notice in your letterbox to let you know the meter reading, and your bill is sent to you shortly after this.

PAYING YOUR BILL

Unitywater's payment terms are 30 days for residential water and sewerage bills. It is important to pay your bill by the due date, as Unitywater charges 8% interest per annum, compounding daily, on any overdue amounts.

Unitywater will only accept the following methods of payment for bills:

- **Direct debit** – automatically pay the total due on your bill each quarter, or pay monthly or fortnightly instalments in advance from your nominated account.
- **BPAY** – contact your bank or financial institution to pay from your nominated account or set this up through your online banking facility.
- **Credit card** – by phone or online (Visa and MasterCard only) – call **1300 047 763** or visit **unitywater.com** or make payments via Post Billpay. (Credit card surcharges may apply)
- **By mail** – send a cheque to Unitywater, Locked Bag 2, Maroochydore BC QLD 4558.
- **In person** – by debit card, credit card, cheque or cash at any Australia Post outlet.

CUSTOMERS EXPERIENCING VULNERABILITY AND POTENTIAL HARDSHIP

Unitywater offers a range of payment plan options to eligible customers, including those who are experiencing vulnerability. If you are experiencing payment difficulties, please contact Unitywater *before* the due date of your bill. The team at Unitywater will then assist in establishing a manageable payment plan and potentially prevent the account from further credit recovery action. The earlier a customer communicates with Unitywater about their circumstances, the easier it is for Unitywater to assist and refer customers on for further support provided by community and not for profit agencies ([Helping our customers who are experiencing vulnerability \(unitywater.com\)](#))

CONCEALED LEAKS

Unitywater recommends you read your water meter regularly to help you monitor your water usage and check for concealed leaks on your property **which can cost a lot of money if not detected and fixed early**. Concealed leaks on the customer's side of the water meter are the responsibility of the property owner. For information on reading your water meter and checking for leaks, please visit: unitywater.com/reading-your-meter

OUR RESPONSE TO SERVICE INTERRUPTIONS

Unitywater strives to minimise customer inconvenience during planned and unplanned service interruptions by:

- Providing you with at least two (2) business days' notice of any planned works that may disrupt your water supply (with the day of notice and the day of works both excluded from the calculation)
- Providing water sensitive customers (such as hospitals, schools, customers with identified medical conditions, and certain commercial operators such as hairdressers) at least four (4) business days' notice prior to planned water supply interruptions
- In the event of unplanned water supply interruptions, striving to restore normal service levels within five hours, 90% of the time
- Aiming to have fewer than 10 unplanned water supply interruptions per 100kms per year (incidents of unplanned water interruptions not to exceed 3.92 per 1000 properties)
- Responding to urgent water and sewage incidents in less than one hour, in 90% of cases
- Aiming to ensure total water main breaks do not exceed 25 breaks per 100km of water mains
- aiming to ensure sewerage main breaks and blockages do not exceed 40 breaks per 100km of sewerage mains
- Depending on the length and severity of disruption, providing more information about planned or unplanned service interruptions via our website and/or our Customer Service Call Centre.

YOUR RESPONSIBILITIES AND OBLIGATIONS

To ensure Unitywater can maintain your water and sewerage services, protect the environment, and bill you correctly, you have responsibilities and obligations to:

- Provide clear and safe access to your water meter for our meter readers
- Read your own water meter regularly to monitor your water usage and detect problems such as concealed leaks
- Maintain your plumbing, fittings and appliances to prevent wastage and ensure you pay only for the water you use
- Make sure your plumbing and stormwater drainage is not connected to the sewerage system
- Dispose of waste responsibly and not put any hazardous or toxic substances down the sink, drain or toilet
- Advise if you have any special requirements (such as a medical conditions) that will not be met if your water supply is interrupted
- Inform Unitywater of changes to your contact details
- Promptly report faults, emergencies and any other issues or concerns regarding Unitywater's areas of operation
- Always contact Unitywater in the first instance for any water or sewerage related matter, and
- Pay your bill on time, to avoid being charged interest or entering the debt collection process.

MAKING A COMPLAINT

Unitywater has a thorough internal process to investigate and resolve issues, in accordance with *AS ISO 10002-2006 Customer Satisfaction Guidelines for Complaints Handling in Organisations*.

If you have any issues with service, our Contact Centre team is here to help. Please contact us first so we can work with you personally to understand and address your concerns.

If your concerns are not resolved to your satisfaction, you can escalate your complaint to our Customer Resolutions Team for investigation.

Following this review, if you remain unsatisfied with the outcome, you can then request escalation to a senior manager to review the outcome.

Should you continue to remain dissatisfied, you can refer your complaint to the Energy and Water Ombudsman Queensland on 1800 662 837 or complaints@ewoq.com.au for service and billing related matters or the Queensland Ombudsman on 1800 068 908 for pricing related matters.

For more information on our complaints process, please visit unitywater.com/about-us/contact-us/compliments-and-complaints





OUR BUSINESS

Unitywater is a statutory authority governed by an independent, skills based board. Unitywater's shareholders are the City of Moreton Bay, Sunshine Coast Council and Noosa Council.

PRIVACY

Unitywater is committed to protecting the privacy of our customers by securely managing the Personal Identifiable Information (PII) we collect and hold.

For a copy of Unitywater's Privacy Policy , please visit unitywater.com/privacy

-  unitywater.com
-  1300 086 489
Emergencies and Faults 24 hours
Customer Service: 8am - 5pm,
Mon - Fri (except public holidays)
-  Unitywater, PO Box 953, Caboolture QLD 4510
-  Customer Service Counters 8.30am - 4.30pm,
Mon - Fri (except public holidays)
8-10 Maud Street, Maroochydore QLD 4558
33 King Street, Caboolture QLD 4510